

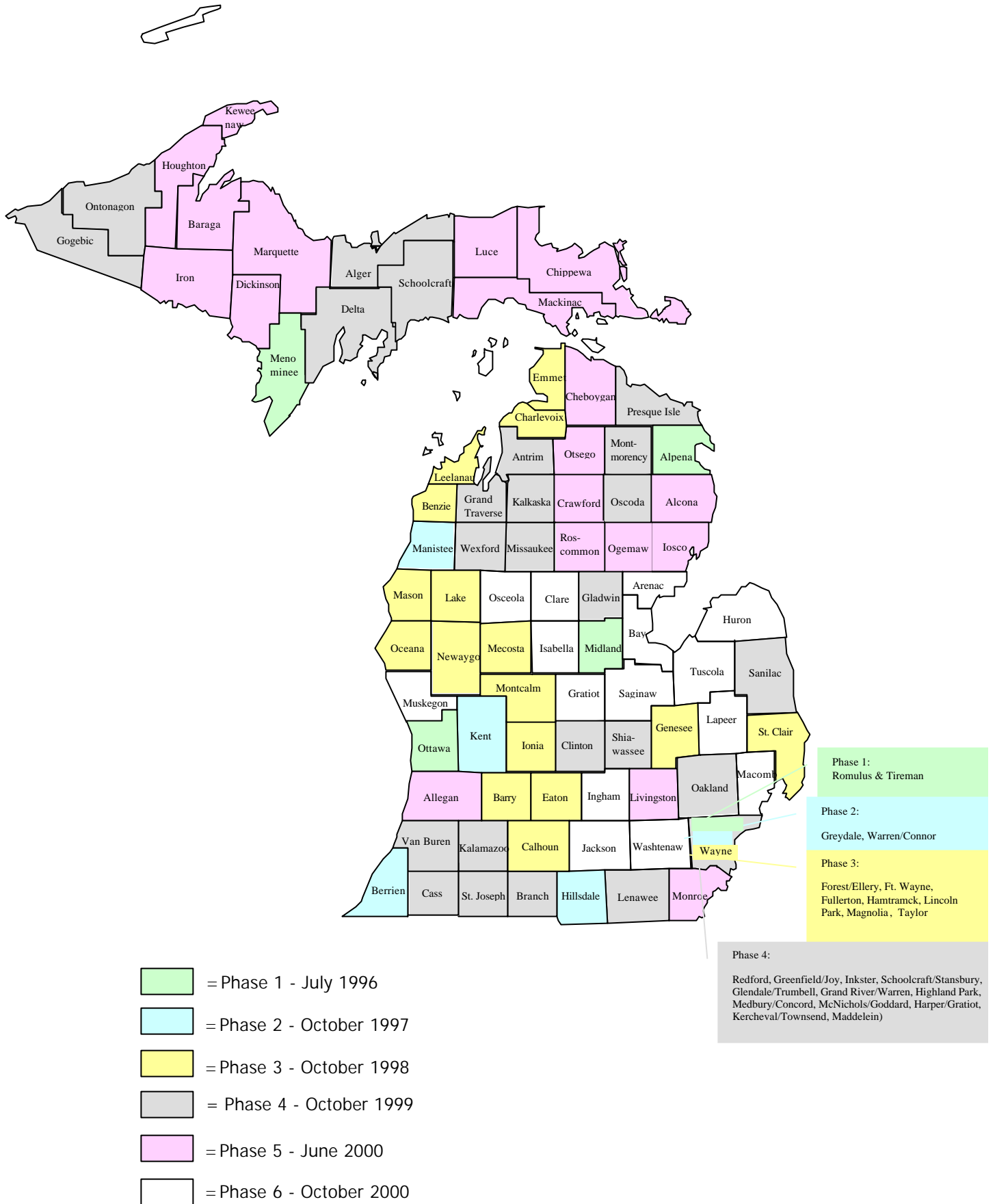
Project Zero

Reference Guide

May, 2000

Prepared by:
Project Zero Unit
Family Independence Agency
Lansing, Michigan
(517) 373-4255

Project Zero Phases



Project Zero

Project Zero is a part of the Family Independence Agency's continuing welfare reform initiative, *To Strengthen Michigan Families (TSMF)*, which assists recipients making the transition from dependency to self-sufficiency.

Project Zero is an extension of TSMF, a 1992 waiver – based welfare reform program in Michigan built on the principles of personal responsibility, making work pay and involving communities.

Project Zero began in 1996 as a small research project in six areas of the state designed to identify certain personal and demographic information, recipient strengths and barriers to employment – real and perceived – of Family Independence Program (FIP), formerly AFDC) recipients. The project was expanded in 1997, 1998, 1999 and 2000. It will be statewide in Michigan by the end of 2000.

Project Zero's purpose is twofold. First, it is to identify barriers to employment that are unique to recipients without earned income. Secondly, state agencies and community organizations to develop and implement programs and services aimed at decreasing the number of recipients without earned income. This reference guide list activities in participating Project Zero counties to meet these goals.

Project Zero

Services available at all site!

CASE MANAGEMENT-FAMILY INDEPENDENCE SPECIALIST

- Project Zero sites piloted the “single worker” philosophy, providing case management services to all Project Zero participants based on the strength based solution focused model. The family independence specialist (FIS) encompasses duties of the former assistance payment specialist, day care worker, and the MOST – employment worker. The FIS works intensively with families to help overcome their barriers to employment.

HOME CALLS

- The FIS provides case management services in the program participant’s home environment. Home calls are completed at least quarterly for all recipients of cash assistance. This approach helps foster the strength based; solution focused case management techniques designed to assist individuals in defining their goals and the means to achieve them.

MEDICAID BUY-IN PROGRAM

- Provides medical insurance to program participants who are losing their Medicaid coverage due to employment. Participants who have reached financial independence but are lacking medical insurance may buy into the state’s Medicaid health insurance program.

TECHNOLOGY IMPROVEMENTS

- A database, ACCESS was created for the field offices to electronically track client data and assist in generating reports including an evaluation component, which supply data on all unemployed customers. Midland, Ottawa, Alpena and Menominee currently use this technology.

MISCELLANEOUS SERVICES

DISCRETIONARY FUND USAGE

- A discretionary fund was made available to all the Project Zero sites to use when a clients unique needs/circumstances could not be addressed through existing programs of fund limits. Effective October 1997, Employment Support Services fund limits were changed per program recipient: \$1,500 for relocation expenses; \$500 for special clothing; \$250 for transportation; \$600 for vehicle purchase or repair.

Project Zero

Reference Guide

ALGER COUNTY

Transportation

- PZ assisted in the funding of an additional bus run from 6 a.m. to 6 p.m. by ALTRAN, the county's public transportation provider.

Child Care

- Alger & Schoolcraft – 5 additional hours per week of the 4C consultant's services were purchased for each county for recruiting and training of providers. A portion of these additional hours are provided on-site at the Alger and Schoolcraft offices.

Other Employment Service Enhancements

- Alger & Schoolcraft – Sheltered workshop activities will be arranged for PZ customers to address significant barriers. Job coaching will be arranged utilizing community resources. PZ customers will have in depth assessments beyond that of MWA. A one-half time position through the MWA for a "barrier buster" is being created. This person is solely responsible for assisting PZ customers identify and overcome barriers to employment.

Community Resources

- Alger & Schoolcraft – The Native American PZ customers currently have the availability of the Native Employment Works program and the Tribal Welfare to Work program for services that are culturally responsive.

ALPENA COUNTY

Transportation

- Public transportation consisted of a city Dial-A-Ride system which ran from 7:00 AM to 7:00 PM, in addition a non-profit corporation Thunder Bay
- Transportation served developmentally disabled and elderly people on specific runs. A collaborated effort began with the FIA, Michigan Works Agency, and MDOT to provide a van for out-county transportation and taxi rides when necessary for services related to obtaining a job.
- The Michigan Works Agency is also providing a van during the day for emergency transports.
- Second year transportation needs have been met by the Work First van, local taxi service and innovative solutions for particular case situations formulated by family independence specialists Work First case managers.
- Third year- Dial-A-Ride has expanded its hours on Friday, Saturday, and Sunday.
- Third year transportation needs are being met by the Work First van, local taxi service, Thunder Bay Transportation bus, Dial-a-Ride, and volunteer drivers.

Child Care

- The county is collaborating with their local 4C Council to expand existing day care services. However, no financial resources were committed to this service.

- The Child Care Coordinating Council is located onsite to assist with the childcare needs of our customers. Their emphasis will be on provider recruitment/expansion and specialized enhanced referrals.
- Childcare services have been expanded in the community to include infant care, shift care, and before and after school child care.

Other Employment Service Enhancements

- The Michigan Jobs Commission committed \$160,000 to enhance its service delivery to the target population and developed an agreement to utilize a sheltered workshop program, expand supportive services and hire additional Michigan Works Agency staff.
- FIA, Michigan Works Agency and Unemployment Agency participate in customer orientation sessions where available job openings are shared with applicants and recipients.
- An agreement was developed with Northeast Michigan Rehabilitation and Opportunity Center (sheltered workshop) to focus on expanding employment services to clients with special needs, and complete employment assessments on hard to place clients. This service is funded by MWA.
- An agreement was developed with the Michigan Rehabilitation Service to focus on expanding employment services to clients with special needs. No additional funds are being utilized.

Shelter Enhancements

- As a pilot county for the Project Zero Housing Subsidy Program with MSHDA, our customers are able to relocate to overcome barriers to employment.

ANTRIM COUNTY

Transportation

- Antrim County Dial-A-Ride serves Antrim County. Antrim County also participates in The Regional Ride, which is a service that provides transportation between the five county region on a limited basis.

Child Care

- Antrim County coordinates with the local 4C Council for child care services. Under Project Zero, the local 4C has agreed to enhance daycare services, focusing on sick-child, evening, and weekend services.

Other Employment Service Enhancements

- Antrim County FIA and the Northwest Michigan Works Agency collaborate together with various partner agencies, including Michigan Rehabilitation Services, Michigan Unemployment Agency, and others, to offer extensive employment and training services. Under Project Zero, new and innovative intensive life skills workshops have been developed and will begin April 1, 2000. Mentoring services will be provided under contract with our local MWA under PZ.

Community Resources

- C of N Food Pantry; Family Resource Center – offering assistance on a wide variety of topics; Women’s Resource Center – offering counseling services in the areas of domestic violence and substance abuse; CMH – offering a wide variety of counseling

and supportive services; Third Level Crisis Center – serving troubled youth and adults and also offering various counseling services, mediation services, legal aide, etc; CHIP Counseling Center offering counseling and family support.

BARRY COUNTY

Transportation

- Barry County Transit has expanded to include a route to Grand Rapids. This includes the area around Kent County Airport and Woodland Mall.
- EATRAN (Charlotte) has expanded to include Saginaw Highway/Lansing Mall area as well as the smaller towns surrounding Charlotte.
- Both counties have a representative from our 4C agency who takes part in customer orientation. They are also at our Work First sites 1 or 2 days a week to help customers find day care.

Miscellaneous Services

- Both counties utilize Peckham, Inc. Peckham has added 120 hours per week of work to the successful parenting classes. These classes are for women in the first trimester. Also started a 90 day Project Zero work readiness program, this includes 20-30 hours paid work experience.
- Both counties participate with our mentor program. Volunteers from the communities assist customers with a variety of problems, help them to overcome barriers to employment.
- Outreach counseling is used in both counties as well.

BENZIE/LEELANAU COUNTIES

Transportation

- If public transportation is needed, Bay area Transportation Authority, (BATA) will assist either through their general reservation number (Leelanau County residents) or via the Office of Transportation Services (OTS) which was designed to be a clearinghouse for transportation needs. If they do not have equipment available to assist in Benzie or Leelanau, we have developed a list of volunteer drivers who are contacted via OTS to link a client to a route or another car-pool.

Child Care

- Childcare is handled by our partner organization, the 4C. We have a staff person who attends the Project Zero meetings weekly and is available to answer questions or assist clients in obtaining appropriate care for their children. The staff person also works with current providers to enhance training and encourage providers to work during non-traditional hours, weekends, evenings, and to take infants.

Other Employment Service Enhancements

- We provide an Employee Assistance Program (EAP) to support all Project Zero candidates who have secured employment. It is described to the client at orientation and the business liaison for each county reinforces it through contact with the employer who has hired the Project Zero candidates. It is a confidential assessment and referral process pertaining to any topic that poses a barrier to employment. An employer can mandate an employee to meet with the EAP counselor if there are specific behaviors on the job that are presenting a problem; i.e. inability to get to work on time, difficulty getting along with others, inability to follow the rules of the

employment organization. A typical EAP session is three appointments for assessment and referral, is available to the working candidate and is self-referred.

Community Resources

- The community resources we utilize weekly are: Human Services Collaborative Board in Benzie, Leelanau Family Coordinating Council in Leelanau, Family Support Teams, The Women's Resource Center, MWA, BATA and OTS, Third Level Counseling Center, Catholic Human Services, Lutheran Child and Family Service, Goodwill Industries, Good Samaritan Inn, Northwest Human Services, The Benzie Housing Council, 4C, FIA Volunteers for transporters as well as various businesses and civic organizations.

BERRIEN COUNTY

Transportation

- A contract with the county of Berrien provides transportation for FIA customers and their children for employment, employment-related training and/or day care services. Transportation is available 24 hours a day, 365 days a year for the duration of the contract. The Michigan Department of Transportation, Michigan Works and FIA provided funding.
- MDOT also provided funds to purchase vans used by Berrien County to augment existing resources and provide the services outlined above.

Child Care

- A contract with the local Child Care Coordinating Council provides funding for equipment loans to providers accepting infants, incentive payments to providers offering nontraditional hours of care, and expanded outreach to increase the number and availability of child care providers in the county. In addition, enhanced referrals (a minimum of 3 referrals and/or in depth discussion of hiring a relative or in home aide) is provided for agency customers. 4C staff are located onsite at FIA.

Other Employment Service Enhancements

- Berrien County FIA and the Berrien/Cass/Van Buren Office of Michigan Works continue a seamless partnership of Project Zero.
- Kalamazoo Child Care Coordinating Council, Brandywine Public Schools (Work First contractor) have collocated staff in the Berrien County FIA office.
- Project Work, a contracted employment workshop funded by the Office of Michigan Works, provides services to impact the most difficult to serve customers by teaching hands-on methods, employability skills and appropriate work behaviors, while moving customers into long-term unsubsidized employment.
- The "Z-team concept" provides intensive services to FIP cases required to work with no income. All cases are maintained within one unit with increased specific and individual services provided to assist customers to become employed.
- Employers interview customers without earned income in the local office on a regular basis.

Policy Waivers

- Policy is being tested which allows all applicants and recipients one opportunity to attend a mandatory FIA/Work First orientation. Failure to attend this orientation results in application denial or a benefit reduction. Current policy allows an applicant

recipient two such opportunities to attend an orientation before denial benefit reduction occurs.

- Noncompliance with work requirements results in case closure for 60 days for new applicants and those cases in the first 60 days of receiving assistance. Cases open longer than 60 days, and failing to cooperate with work requirements, are closed for at least 30 days. Current policy does not impose penalties for failure to cooperate before application or during the first 60 days of receiving assistance, nor define the 60 and 30-day ineligibility periods for noncompliance.

Community Resources

- Substance Abuse Services
- An in-patient substance abuse treatment demonstration contract with the local Department of Community Health provides testing/assessment, followed by either outpatient or 21 day inpatient substance abuse treatment, if needed.

Substance Abuse Services

- A contract, funded by FIA, guarantees substance abuse assessment and follow-up in-patient treatment for participants.

Miscellaneous Services

- A discretionary fund was made available to all the Project Zero sites to use when a client's unique needs/circumstances could not be addressed through existing programs or fund limits. Effective 10/01/97, Employment Support Services fund limits were changed per program recipient: \$1,500 for relocation expenses; \$500 for special clothing; \$250 for transportation; \$1,200 for vehicle purchase or repair.

BRANCH COUNTY

Transportation

- Plans include establishing an on demand; next day transportation for parents and children to and from employment/training and day care in addition to regularly scheduled BATA hours.

Child Care

- Plans include contracting with childcare Resources for recruitment of more day care providers and training of new and current providers. A loan/purchase program will be established to assist new providers in obtaining equipment necessary for infant and special needs care.

Other Employment Service Enhancements

- The MWA plans include sheltered workshop services to provide specialized testing, instruction and supervision for hard to place participants. Plans also include employment related mentoring services through MWA

Miscellaneous

- A Project Zero Coordinator has been hired.

CALHOUN COUNTY

Transportation

- Automobile purchase and repair services are available through Community Garage, which accepts donated cars and reconditions them for sale to low-income individuals

and families. Work First currently has 2 vans providing round-the-clock transportation.

Child Care

- Contract with 4C provides enhanced referral service and assists families in finding safe, reliable childcare, as well as emergency & backup care. Other enhancements include assisting Take-A-Break childcare center to upgrade kitchen facilities to provide full day, short term and emergency daycare.

Other Employment Service Enhancements

- Assisting Work First in developing mentoring program with community volunteers to assist families with parenting, budgeting income, family management and employment issues. Participation in Breaking Through the Barriers, a group of several area organizations whose purpose is to identify and address barriers to employment of local residents.

Community Resources

- Conducting an ongoing series of community resource breakfasts to acquaint staff with local resources that could help families meet needs not addressed through FIA programs. Includes presentations by community representatives and tours of some facilities.

Miscellaneous Service

- Parent Educator Program is an in home service provided by paraprofessional, through FIA referral, to assist families by example and instruction in maintaining and supporting family life, upgrading living standards and teaching parenting skills.

CASS COUNTY

Transportation

- A brokered transportation system with Transportation Management Incorporated utilizing Cass County Transit and Lewis Cass Intermediate School District providing service to customers outside of regular service delivery including second and third shift, out of county and state transportation. Funding through MDOT, MDCD, and FIA.

Child Care

- A provider & family advocate contracted through Kalamazoo Childcare Resources (local 4C agency) supports and educates families about day care options while recruiting providers of second and third shift, special needs, and bilingual care.

Other Employment Service Enhancements

- A skilled mentor/advocate for PZ customers in the employment and social arenas will assist participants to develop obtainable career pathways and strategies to overcome vocational and personal barriers to success and self-sufficiency.

Miscellaneous Services

- Toll free telephone number will allow PZ/WF customers improved access to FIS staff.

CHARLEVOIX COUNTY

Transportation

- Countywide public transportation available in Charlevoix county, but very limited in Emmet county. Individualized personal transportation is needed due to predominantly rural area. A rural grant request to begin such service has been made.

Child Care

- A child cares consultant for the MWA 4C Council is available to provide child care assistance to clients and to provide consultation services to FIA staff. The consultant attends the weekly FIA/MWA orientation sessions to connect clients with an available child care resource.
- Provider incentives are offered to create and/or expand non-traditional childcare. Two \$50.00 incentive payments (one-half initially and one-half, 6 months prior) are offered directly to providers who are willing to create or expand into nontraditional service.
- Enhance Child Care – Additional dollars are available to assist targeted clients who pay providers out-of-pocket for “overtime” hours (i.e. third shift, mandatory overtime, or weekends).
- Licensing consultant from Consumer and Industry Services Bureau of Child Day Care Licensing services only Charlevoix and Emmet counties.

Community Resources

- Mediation - A contract with Citizen’s Dispute Resolution Service Inc., provides mediation, a process in which two or more people involved in a dispute meet and with the help of a mediator, work out a solution to their problem.
- Mentoring - A contract with Lutheran Child and Family Services provides mentoring which provides support and information in the following areas: budgeting, transportation, childcare, employment, household management, friendship, referrals, and services aimed at enhancing self-esteem.
- Money Management - A contract with Charlevoix-Emmet Housing Coalition provides money management services.
- Life Skills - A contract with the Women’s Resource Center provides a series of customer driven life skills classes.

Miscellaneous Services

- For FIA purposes, the county lines between Charlevoix and Emmet have been programmatically erased. Clients may now apply and receive services from the FIA office nearest their home, their employer, their child care provider, or education/training site.
- FIA office hours were adjusted from 8:00 – 5:00 to 9:30 – 6:30 on Wednesdays to accommodate clients.
- A waiver has been approved which allows local clients to apply for State Emergency Relief without pursuing other agency assistance.
- Child Well-Being Initiative – Northwest Community Health Agency liaison visits families 30 days after FIP case closure due to the parent(s) failure to comply with employment requirements.

DELTA COUNTY

Transportation

- Public Transportation is provided through Delta Area Transit Authority (DATA). A new program has been instituted called Ticket to Ride (4 tickets for \$5) and either DATA or one of the two taxi companies in Escanaba will provide the rides.

Child Care

- Various for profit and non-profit child care centers are available. 4 C is a referral source for childcare. Currently in negotiation with YMCA and 4 C to expand infant care at the Y.

Other Employment Service Enhancements

- Michigan Technical Educational Center (M-TEC) at Bay de Noc Community College has opened recently. M-TEC will offer customized vocational training and soft skills training.

Miscellaneous Services

- FIA has contracted with Delta-Menominee District Health Department to provide parenting skills and employment services through a pilot program for single parents with children under age three.

EMMET COUNTY

Transportation

- Countywide public transportation available in Charlevoix county, but very limited in Emmet county. Individualized personal transportation is needed due to predominantly rural area. A rural grant request to begin such service has been made.

Child Care

- A child cares consultant for the MWA 4C Council is available to provide child care assistance to clients and to provide consultation services to FIA staff. The consultant attends the weekly FIA/MWA orientation sessions to connect clients with an available child care resource.
- Provider incentives are offered to create and/or expand non-traditional childcare. Two \$50.00 incentive payments (one-half initially and one-half, 6 months prior) are offered directly to providers who are willing to create or expand into nontraditional service.
- Enhance Child Care – Additional dollars are available to assist targeted clients who pay providers out-of-pocket for “overtime” hours (i.e. third shift, mandatory overtime, or weekends).
- Licensing consultant from Consumer and Industry Services Bureau of Child Day Care Licensing services only Charlevoix and Emmet counties.

Community Resources

- Mediation - A contract with Citizen’s Dispute Resolution Service Inc., provides mediation, a process in which two or more people involved in a dispute meet and with the help of a mediator, work out a solution to their problem.
- Mentoring - A contract with Lutheran Child and Family Services provides mentoring which provides support and information in the following areas: budgeting, transportation, childcare, employment, household management, friendship, referrals, and services aimed at enhancing self-esteem.

- Money Management - A contract with Charlevoix-Emmet Housing Coalition provides money management services.
- Life Skills - A contract with the Women's Resource Center provides a series of customer driven life skills classes.

Miscellaneous Services

- For FIA purposes, the county lines between Charlevoix and Emmet have been programmatically erased. Clients may now apply and receive services from the FIA office nearest their home, their employer, their child care provider, or education/training site.
- FIA office hours were adjusted from 8:00 – 5:00 to 9:30 – 6:30 on Wednesdays to accommodate clients.
- A waiver has been approved which allows local clients to apply for State Emergency Relief without pursuing other agency assistance.
- Child Well-Being Initiative – Northwest Community Health Agency liaison visits families 30 days after FIP case closure due to the parent(s) failure to comply with employment requirements.

GENESEE COUNTY

Transportation

- The primary transportation provider Flint Mass Transportation Authority (MTA) has expanded hours for 13 primary routes, curb-to-curb service and 18 regional routes.
- The county has an agreement with MTA to provide curb-to-curb transportation to Project Zero customers who experience significant difficulty in accessing the regional transportation system.
- Funding has been approved for a transportation coordinator through MDOT.

Child Care

- The Greater Flint/Thumb Area 4C Association employs two counselors to provide child care referrals and related support services to Project Zero customers.
- The 4C counselors participate in the Work First orientation to provide participants with onsite assistance in securing childcare.
- 4C has been authorized to provide training for relative care givers and child care aides and one-time monetary incentives to licensed day care centers that agree to expand their hours of operation and/or days of service to accommodate the child care needs of Work First/Project Zero customers.

Other Employment Service Enhancements

- The Michigan Works Agency Career Alliance contracts a separate Work First provider for each of the three Genesee County district offices. Each provider utilizes different assessment and job search protocols.

Community Resources

- MWA has a contract with FACED, a faith based organization, and to provide their "Road to Success" mentoring programs which supports and encourages customers moving toward self-sufficiency.
- Love Inc. provides a clothes closet to provide used professional clothing free of charge.

Miscellaneous Services

- Over 40 community partners participated in Genesee County FIA's "A Quest for Success" community forum held December 8, 1999. The purpose of the forum was to give customers community resources that will aide them in dealing with the everyday obstacles that prevent them from securing and maintaining employment. A second forum is tentatively scheduled for August 2000.

GLADWIN COUNTY

Transportation

- The delivery of transportation services outside of existing business hours was needed in Gladwin County. The City County Transit (CCT) will expand their hours/days of operation to 24 hours a day, seven days a week, on an advanced call basis. This service began in April 2000.

Childcare

- One-on-one day care consultants are now available 10 hours a week at our local Michigan Works site. They assist clients in devising a personalized plan so they may be more prepared for scheduled changes or emergencies that may arise. Expanded care for evenings and weekends, as well as childcare for infants and sick children is also offered.

Other Employment Service Enhancements

- Gladwin County provides intensive post-employment services and mentoring through the use of an additional Work First Case manager. This case manager acts as a client's support system once employment is obtained and works intensively with a client to provide encouragement and to make outside referrals when necessary.

Community Resources

- Gladwin Community Schools assist PZ clients who are having difficulty parenting by offering a mentoring program to children in need of additional guidance. Midland-Gladwin Community Mental Health offer various support groups as well as counseling services to PZ clients. The Literacy Council of Clare and Gladwin assess all referred PZ clients who may benefit from literacy tutoring. Lastly, Michigan Rehabilitation Services assist customers who are claiming a disability locate services and employment.

Miscellaneous Services

- Family Independence Training is a life skills program for individuals who are in need of an assortment of skills, to better manage and prepare for personal trials that may precipitate throughout their journey toward self-sufficiency. Numerous personal enhancement modules are offered so PZ clients may possess the skills to overcome individual barriers (i.e.: stress reduction, time management, credit repair, vehicle maintenance, budget counseling, parenting skills). This program is offered through Gladden Adult and Continuing Education.

GOGEBIC COUNTY

Transportation

- Gogebic County Transit and Ontonagon County Transit normally operate 6 a.m.-6 p.m. five days a week serving the entire county. Arrangements have been made to provide service to accommodate workers who have employment after normal operating times.

Child Care

- A full time childcare worker has been hired by 4C. Training for relative childcare providers is being planned. Employers have been contacted for on-site childcare at the place of employment.

Other Employment Service Enhancements

- FIA sponsored a job motivation workshop specifically for targeted zero income customers. Participants included Michigan Works, 4C, Gogebic County Transit, Census 2000 and local employers. FIA and Michigan Works are planning a follow-up job fair.

Community Resources

- A car donation program is being developed with local automobile dealers and the Gogebic Community College automotive course to provide reliable cars for targeted customers.
- A representative from the MSU Extension Service nutrition program is participating in the weekly joint orientation with FIA and Michigan Works.

Miscellaneous Services

- Arrangements have been made with a local hairdresser to give haircuts and/or perms to customers who are interviewing or starting jobs.

GRAND TRAVERSE COUNTY

Transportation

- The Bay Area Transportation Authority will be the transportation broker or act as a clearinghouse for all transportation needs 24-hour service seven days a week.

Child Care

- Child Care specialist will offer incentives (not limited to assistance with expansion/start up costs for centers and family homes who agree to care for children of target population) to child care providers to work with target population as a business. This will also include additional training. Also, provide one-on-one enhanced referral service for difficult to serve clients.

Other Employment Service Enhancements

- Work Experience – Work experience at a rehabilitation facility.
- Job Coaching – One-on-one job coach to the job.
- Substance Abuse Assessment – Train MWA counselors to conduct a substance abuse screening. Those who appear to have a problem will be referred to treatment facilities for more thorough assessment and assistance.
- Post Employment Training – Career advisor will maintain contact with participants and encourage post employment training opportunities to upgrade academic or job specific skills.
- English as a Second Language – Interpreters will be provided to enhance working with MWA employment activities. In addition, the learning labs will be used to enhance English as a second language.

- Employer Recruitment – Business liaisons will recruit employers to employ targeted population, promoting the Work Opportunity Tax Program as an incentive to employers to hire.
- Follow-up Training for “Understanding the Culture of Poverty and Welfare” – Training to MWA and FIA staff by MWA career advisors in utilizing the McPherson techniques to counteract the negative conditioning that contributes to the client’s lack of confidence, motivation and stability.

Community Resources

- Mentoring – Project Zero clients will be given the opportunity to voluntarily participate in the mentoring program. The mentors will serve as friends, listeners, instructors, resources and guides. Grand Traverse county FIA currently contracts with Lutheran Child & Family Services to coordinate and recruit faith-based organizations for mentors to offer family support services. This resource will dovetail with Michigan Works mentoring contract.

Miscellaneous Services

- Housing Repair Ministry – A contract is pending for coordination services, recruitment, screening training and coordination of faith-based organization teams for home repairs. Approximately 55% to 60% of a person’s employment income goes for shelter costs. Repairs to a home to make it more “livable” becomes a hardship which creates stress, resulting in more absenteeism from employment, school, family breakdowns, firing, etc.
- Car Donation Program – A contract is pending to provide start-up costs to implement a car donation program with Goodwill Industries to keep Workers on Wheels get a job and retain employment.

HILLSDALE COUNTY

Transportation

Contracted dollars assure next-day transportation for participants and their children to and from employment/training and day care providers. Services are available 24 hours each day, 365 days a year.

Child Care

- Plans include contracting with the Child Care Network to recruit more day care providers and development of an on-call substitute day care provider registry.
- A FIA-funded contract, with the local Community Action Agency, provided funds to establish and maintain a child care site licensed to provide care for up to seventeen children, to help assure day care availability for participants.

Other Employment Service Enhancements

- A sheltered workshop will provide specialized testing and instruction for hard-to-place participants.

Community Resources

- The Community Action Agency provides recruiting, screening, training and monitoring for volunteer mentors. Mentors are assigned as referred from FIA and MWA.

- Group meetings and classroom sessions are available for customers dealing with self-esteem, motivation, and improving communication and interpersonal skills.

Adult Education

- Project Zero will serve participants who need adult tutoring and literacy services.
- The Parent Start program will be designed for Head Start parents to complete high school or their GED.

Miscellaneous Services

- A site coordinator will act as a liaison with Michigan Works, FIA, Childcare Coordinating Council and local employers.

IONIA COUNTY

Transportation

- Ionia County has a limited bus system in two of its towns. A grant from MDOT expanded some of the runs. Transportation is still most frequently met through car repair and car purchase.
- Montcalm has a limited bus system in one of its towns. Transportation is still most frequently met through car repair and car purchase.

Child Care

- We have contracted services with 4C to have a day care coordinator at each orientation session.

KALAMAZOO COUNTY

Transportation

- Plans include the use of a brokerage service to coordinate transportation for the three Work First sites in Kalamazoo. The broker will assess transportation needs, utilize the most cost-effective methods and arrange the service 24 hours per day, 365 days per year.

Other Employment Service Enhancements

- Kalamazoo FIA in cooperation with Michigan Works developed "Breaking the Barriers", a transitional workforce development program which will serve the at risk population. The 11-week program is designed to address employment barriers and job retention issues.

Community Resources

- A contract with the local Salvation Army will provide a series of Life Skills classes for unemployed Project Zero customers. The classes are designed to build the self-esteem of the customer and enhance basic practical living skills.
- Another contract with The Family Institute will be for a series of classes available to individuals with multiple social and personal barriers. The program will provide mentoring relationships and long term involvement with the customer to establish self-sufficiency.

Miscellaneous Services

- "Employee packs" will be provided to customers who secure employment. The packs include lunch kits, umbrellas, health and sundry items, alarm clocks, rain ponchos and other items that are needed by individuals who move into the workforce.

KALKASKA COUNTY

Transportation

The Kalkaska Public Transit Authority serves Kalkaska County. KPTA provides service to the entire county. Kalkaska County also participates in The Regional Ride, which is a service that provides transportation between the five county region on a limited basis.

Child Care

- Kalkaska County coordinates with the local 4C Council for child care services. Under Project Zero, the local 4C has agreed to enhance daycare services, focusing on sick child, evening, and weekend services.

Other Employment Service Enhancements

- Kalkaska County FIA and the Northwest Michigan Works Agency collaborate together with various partner agencies, including Michigan Rehabilitation Services and Michigan Unemployment Agency to offer extensive employment and training services. Under Project Zero, new and innovative intensive life skills workshops have been developed and began April 1, 2000. Mentoring services have also been contracted for with our local MWA under PZ.

Community Resources

- K.A.I.R. (Kalkaska Area Interfaith Resources, offering emergency needs, food, clothing, etc); Women's Resource Center – offering counseling services in the areas of domestic violence and substance abuse; CMH – offering a wide variety of counseling and supportive services; Third Level Crisis Center – serving troubled youth and adults and also offering various counseling services, mediation services, legal aide, etc; CHIP Counseling Center offering counseling and family support, MSU Extension Services – offering a nutrition program and money management services.

KENT COUNTY

Transportation

- The Grand Rapids Area Transit Authority (GRATA) has led a community effort to develop a Labor Mobility Plan for Kent County.
- The GRATA transportation contract provides free transportation for all employment-related needs of participants for the first 90 days of referral/need.

Child Care

- Local 4C, with enhanced funding, provides a face-to-face consultation with participants to develop primary, back-up and emergency/sick child day care plans. Ongoing consultation is provided to resolve employment-related childcare issues which may develop.

Other Employment Service Enhancements

- Local employers are frequently in the FIA lobby to screen participants for potential employment. FIA, Michigan Works, and Cascade Engineering are partners in a welfare-to-work program. FIA has a family independence specialist outstationed at Cascade Engineering to provide onsite retention services.

Policy Waivers

- Persons applying for cash assistance (FIP) and FIP-related food stamps are not eligible for benefits for thirty days if they are not working at least part-time or medically deferred, and they refuse to accept the opportunity to apply, be interviewed or the offer of employment support services which would enable them to accept employment. Area employers are regularly scheduled to be in the lobby of the FIA building to recruit potential employees. Current policy does not impose penalties for refusal to accept employment prior to receipt of benefits.
- On-site child day care is provided for participants in Work First assignments. In order to meet staffing licensing requirements, caregivers are paid a set amount per hour and payment can be authorized for unscheduled, documented illnesses of children and at a rate per hour. Current policy requires payment be made on a case-by-case basis for actual hours of care provided.

Community Resources

- The Grand Rapids Area Center for Ecumenism administers a contract to recruit, screen, train and monitor faith-based mentoring services.

Substance Abuse Services

- Plans will be developed to assure the availability of substance abuse treatment to deal with this employment barrier.

LAKE COUNTY

Transportation

- Public transportation consists of the Yates Dial-a-Ride system. This countywide system runs from 5:30 a.m. to 6:00 p.m. Monday through Friday and from 9:00 a.m. to 4:00 p.m. on Saturdays. This system also operates a bus directly to the local community college. Through a collaborative effort between FIA and Michigan Works, Yates Dial-a-Ride system operates a bus for three work shifts for Project Zero clients to industry located in another county.
- The Michigan Works Agency is also providing a car purchase program to qualified clients.
- There is a volunteer drivers program for clients who have special transportation needs, which is coordinated by Yates Dial-a-Ride.
- Lake County is part of a three county consortium, made up of the counties of Lake, Mason and Oceana that received a bus transit project grant to help rural welfare recipients and other low-income workers to get to and from work. This bus transit project should be in place and operational by spring of 2000.

Child Care

- Utilizing existing community resources and private providers and collaboration with 4C and two other counties, Mason and Oceana, provide referrals to available providers and counseling for participants so they can make good choices.

Other Employment Service Enhancements

- FIA and Michigan Works Agency participate together in customer orientation sessions.
- Motivational/educational classes focusing on goal setting, basic education, value of employment and building of self-esteem for clients with special needs.

Policy Waivers

- Policy is being tested which disqualifies a family from receiving cash assistance for three months for their second refusal to cooperate with work requirements. Child well being procedures are followed for each closed case.

Community Resources

Advisory Committee

- FIA has established a Project Zero Advisory Committee. Membership is made up of representatives from government agencies, business and industry. Purpose of the committee is to act as a sounding board for programmatic issues. Committee members also act as community resource providers.

LENAWEE COUNTY

Transportation

- A contract with Lenawee Transportation will assure transportation to participants and their children to employment/day care for first and seconds shifts and weekends. Two van drivers will be hired and will also mentor participants.

Child Care

- A contract with 4C provides funding for an additional 4C worker to work directly with PZ customers and expand outreach to increase providers, especially second and third shifts and sick-child care.

Other Employment Service Enhancements

- Community Action Agency will collaborate with Southeastern Michigan Works, Goodwill LARC, Jackson Community College and targeted Lenawee employers to provide work based training and work place job skills. Each participant will also be matched with a mentor.

Community Resources

- Partners in Transportation is a program involving the Lenawee Co FIA, Community Action Agency/Southeastern Michigan Works, the Sienna Heights Dominican Sisters, Lenawee Community Mental Health, United Way, Lenawee ISD and TLC Credit Union. Participants may purchase a used car from the Dominican Sisters, which has been checked by LISD and given an oil change. The first \$1,200 can be paid with Employment Services funds and the balance will be financed by TLC Credit Union (with special funds set aside to cover non-payments). Participants receive a quality roadworthy car with an opportunity to establish a healthy credit rating.

MANISTEE COUNTY

Transportation

- Countywide transportation is available to transport participants and their children to employment and related activities and day care services, through contracted services with the Manistee County Dial-A-Ride.

Child Care

- Additional funding will be utilized to guarantee off-hours day care availability.

Other Employment Service Enhancements

- The Lake County Enterprise Zone has agreed to make self-employment grant monies available for Manistee County Project Zero participants.

- A collocation program in which the Family Independence Agency, Unemployment Agency and Work First contractor provide services at one location has streamlined the delivery of services.

Policy Waivers

- Persons receiving FIP are penalized by a 25% reduction of the cash assistance for refusal to cooperate with employment related requirements in the first 60 days of receiving FIP. Current policy does not impose a 25% reduction during the first 60 days of receiving assistance. FIP cases are closed after 30 days of non-compliance. Current policy does not allow a FIP case to be closed in the first 60 days of receiving benefits, and cases open longer than 60 days are eligible for a FIP grant -reduced by 25% for four months before case closure for non-cooperation.

Adult Education

- In collaboration with the West Shore Community College, unemployed participants can be referred to a “Full-Employment Preparation Program”. This program will assist at-risk clients with intensive testing, occupational counseling, job ready training, or a one-year certificate occupational training program.

MASON COUNTY

Transportation

- Public transportation system consists of the Ludington Mass Transportation Authority. This system operates buses to only two cities in the county. Hours of operation are Monday through Friday from 6:00 a.m. to 6:00 p.m. and 8:00 a.m. to 4:00 p.m. on Saturdays. There are no Sunday buses. The authority has had a number of special transportation contracts with public organizations to transport individuals for mental health, senior programs and public school functions. On occasion they have transported individuals for other counties.
- The Michigan Works Agency is also providing a car purchase program to qualified clients. This agency has a volunteer drivers program for clients who have special transportation needs.
- Mason County is part of a three county consortium, made up of the counties of Lake, Mason and Oceana that has received a bus transit project grant to help rural welfare recipients and other low-income workers to get to and from work. This bus transit project should be in place and operational by spring of 2000.
- There is also a private taxicab available to clients that can provide twenty-four hour countywide services.

Child Care

- Utilizing existing community resources and private providers and collaborating with 4C, Mason, Lake and Oceana counties, to provide referrals to available providers and counseling for participants so they can make good choices.

Other Employment Service Enhancements

- FIA and Michigan Works Agency participate together in customer orientation sessions.

Policy Waivers

- Policy is being tested which disqualifies a family from receiving cash assistance for three months for their second refusal to cooperate with work requirements. Child well being procedures are followed for each closed case.

Community Resources

- FIA has established a Project Zero Advisory Committee. Membership is made up of representatives from government agencies, business and industry. Purpose of the committee is to act as a sounding board for programmatic issues. Committee members also act as community resource providers.

MECOSTA COUNTY

Transportation

- When public or private transportation does not meet participants' needs, Hope Network and Mecosta County Michigan Works contract agency purchases volunteer driver recruiting and coordinating services to accommodate job search and employment transportation.

Child Care

- Our local 4C agency is recruiting caretakers willing to provide additional infant care and care during nontraditional hours. The local 4C agency is meeting face to face with each targeted parent to prepare an individualized, comprehensive child care plan for each family and to educate the parent on how to interview providers and what to look for in child care. In some cases, a staff person from the local 4C agency is further assisting the parent by going with the parent to interview potential day care providers.

Other Employment Service Enhancements

- Michigan Works Agency and FIA offered a job fair to all Work First participants. Unemployed targeted participants were either offered unsubsidized employment or placed at the local sheltered workshop for employment. Similar job fairs and sheltered workshop placements will be offered in the future.

Community Resources

- A contract with the local Salvation Army provides mentoring recruitment and coordination. Mentoring teams of three to five individuals lend support and friendship to FIP families.

Miscellaneous

- To help address some of the self esteem issues of our targeted population; FIA offers a personal growth workshop twice per month. Topics covered include self esteem, budgeting, car care, tips for purchasing a reliable car, tips in choosing reliable, trustworthy child day care, balancing stress, Chapman's Five Love Languages, creating mental, emotional, spiritual, and physical balance, alcohol abuse, and nutrition.
- Gift certificates for cosmetology services are given to all orientation participants.

MENOMINEE COUNTY

Transportation

- A community taxi service, Eagle Cab Company provides a flat rate ridership to Project Zero consumers. These services are being used during nontraditional hours.

- A Transportation to work coordination and planning group has been formed for the central upper peninsula with representation from Michigan Works, FIA, CAA, and local public transit authorities.

Child Care

- The county has collaborated with the local 4C to produce information posters which have postage paid return cards to request an application for the Unified Day Care Program.
- Third Year- the Project Zero plans for Delta and Menominee has provided funding for a full-time 4C worker who will spend 1-2 days per week in Menominee County.

Other Employment Service Enhancements

- Goodwill Consortium is providing an employment assessment for a sheltered workshop and supportive employment.
- A coordinated effort has begun with the FIA and a local developer who is expanding an existing business. Hiring may exist for Project Zero program participants.
- The Project Zero plans for Delta and Menominee has funding for services through Goodwill Industries including assessment, vocational and retail training, and employment placement services.

Substance Abuse

- The county office is working with the local health department to expand substance abuse services.

Adult Education

- Arranged a link in services with the M&M Adult Learning Program to provide math tutoring and skills assessment.

Child Support Initiatives

- Joining efforts with the child support specialist and the Friend of the Court to review child support orders for program participants. The goal is to update the child support orders to supplement the family's income.

Miscellaneous

- MWA has networked with Northeast Wisconsin Technical Center for provision of soft skills training.

Project Site Coordinator

- The Project Zero coordinator coordinates employment, day care, and transportation services between the program participant, FIS, and other agency services.

Native American Services

- The Indian Outreach Worker coordinates with the FIS to assist Native American customers in finding and maintaining employment. The worker attends the initial home visits, and assists in case management duties.
- A Project Zero task force has been established with the Hannahville Indian Community to focus on eliminating unique cultural barriers to obtaining employment for the American Indian population.

Community Support Services

- Makeovers are being provided to Project Zero customers who are interviewing for beginning new jobs. The Menominee Beauty Salon is offering this service free of charge to Project Zero program participants.

MIDLAND COUNTY

Transportation

- A Dial-a-Ride system was in place prior to the onset of Project Zero, however the service area was limited to the Midland City boundaries.
- The county secured a contract with the Education and Training Connection Program to provide additional services to the outer areas.
- Second year funding of the countywide transportation system assures transportation availability. Plans call for this system to be self-supporting by the end of 2000.

Child Care

- A new day care program was established with the Camp Fire Boys and Girls Program through a \$55,000 FIA grant. The program provides childcare during non-traditional hours such as evenings, weekends and expanded infant care services.
- The above mentioned program is now self-supporting. This program has served to heighten awareness in the community of the need for infant care and expanded hours. This has resulted in many more day care providers offering these services.

Other Employment Service Enhancements

- Midland has enhanced existing programs to meet the continuing employment needs of participants including those related to health, domestic violence, underemployment, counseling on motivation, self-esteem and improving the employer-employee relationship.

Community Resources

- The Local FIA volunteer coordinator has established a volunteer bank from the community. Volunteers are matched with participants based on their individual needs.

Substance Abuse Services

- Midland County has a working agreement with the local drug and alcohol in-resident treatment center (H.G. Swift) and with the outpatient treatment center operated by Community Mental Health.

Shelter Enhancements

- Pursuing a program with the Michigan State Housing Development Authority (MSHDA), to provide additional rent subsidy slots for Project Zero participants who achieve independence.
- Coordinated services are being provided with the utility company and the FIS to assist program participants in resolving back bill issues for clients who earn independence.
- MSHDA, FIA and local utility providers have continued to provide coordinated services to place Project Zero participants in subsidized housing slots and resolve utility arrearage situations.
- The Affordable Housing Alliance of Midland County with FIA participation has constructed low-cost housing units in the county.

Child Support Initiatives

- Coordinate with the child support specialist to expedite the decertification processes for child support.

Community Support Services

- Mid-Michigan Community Action Agency, FIA and CMH are coordinating services to provide donated automobiles to CMH and FIA program participants to assist recipients in gaining and sustaining employment.

MONTCALM COUNTY

Transportation

- Ionia County has a limited bus system in two of its towns. An MDOT grant expanded some of the runs. Transportation is still most frequently met through car repair and car purchase.
- Montcalm has a limited bus system in one of its towns. Transportation is still most frequently met through car repair and car purchase.

Child Care

- We have contracted services with 4C to have a day care coordinator at each orientation session.

MONTMORENCY COUNTY

Transportation

- Contracts were awarded to Montmorency and Oscoda counties for the purchase of two vans and for other operational expenses. This will expand the limited local transit authority services that are currently available.

Child Care

- A contract was awarded for a full-time childcare specialist to help customers with their child care needs. The child care specialist will recruit more day care providers for the two counties.

NEWAYGO COUNTY

Transportation

- PZ transportation services in Newaygo County include vehicle purchase, vehicle repair and volunteer transportation. The volunteer transportation is most often set up by the local MWA through a contract agency to provide transportation to WF participants. FIA also provides volunteer transportation to WF participants if needed.

Child Care

- We currently have an onsite staff person from Resource and Referral/Kent 4C, who provides referrals to WF participants and customers. She is onsite Tuesdays and Thursdays and is available at orientations and group interviews.

Other Employment Service Enhancements

- Group interviews are set up at the FIA for WF participants. During group interviews, employers come ready to interview and hire. This began on a monthly basis, but due to the decline of participants, is now done as needed.

Community Resources

- Community Resources in Newaygo County provide mentors for FIA customers; and wraparound services contracted through Newaygo Community Mental Health.

OAKLAND COUNTY

Transportation

- Extended hours for public transportation until midnight and on Saturdays for the Pontiac and Troy communities.
- Shuttle transportation between northern communities and the Pontiac area where there is no current public transportation.
- Special bus routes are established to pick up and deliver customers to their local Work First.

Child Care

- 4C Council representative is collocated one day per week in each district office to work on customer day care questions and problems.
- 4C Council representative attends orientation sessions to discuss day care issues and to make referrals.
- An upcoming MWA contractor will provide extended hour day care, which will include remedial education services to school, aged children.

Other Employment Service Enhancements

- Individual Development Accounts (IDA) can be set up through local partnerships to provide information, counseling and account management services for employed customers who qualify for the home mortgage savings program.
- Software is being developed for a program to identify employers and day care provider openings in close proximity to the residence of individual unemployed customers.

Community Resources

- Drug and alcohol abuse treatment provided by the county health division.
- Mentoring services provided to families in the Pontiac area through a grant by United Way.

Miscellaneous Services

- Special Work First contractors are set up to provide employment and training services to customers who do not speak English.

OCEANA COUNTY

Transportation

- There is no public or private transportation system in the county. However, Oceana County is part of a three county consortium with Lake and Mason that has received a bus transit project grant to help rural welfare recipients and other low-income workers to get to and from work. This bus transit project should be in place and operational by spring of 2000.
- The Michigan Works Agency is also providing a car purchase program to qualified clients. Work First staff will, for short periods of time, transport clients to and from work.
- A private non-profit organization has started a car donation program. Individuals who qualify can purchase a car for transportation to and from work, school and other family related transportation necessities.

Child Care

- Utilizing existing community resources and private providers and collaborating with two other counties and 4C. Oceana provides referrals to available providers and counseling for participants so they can make good choices.

Other Employment Service Enhancements

- FIA and Michigan Works Agency participate together in customer orientation. Community partners support mainstreaming employable adults with support services such as haircuts, cosmetic dentistry, transportation and other work related needs as identified by the client and partners.

Policy Waivers

- Policy is being tested which disqualifies a family from receiving cash assistance for three months for their second refusal to cooperate with work requirements. Child well being procedures are followed for each closed case.

Community Resources

- FIA has established a Project Zero Advisory Committee. Membership is made up of representatives from government agencies, business and industry. Purpose of the committee is to act as a sounding board for programmatic issues. Committee members also act as community resource providers.

ONTONAGON COUNTY

Transportation

- Gogebic County Transit and Ontonagon County Transit normally operate 6 a.m.-6 p.m. five days a week serving the entire county. Arrangements have been made to provide service to accommodate workers who have employment after normal operating times.

OSCODA COUNTY

Transportation

- Contracts were awarded to Oscoda and Montmorency counties for the purchase of two vans and for other operational expenses. This will expand the limited local transit authority services that are currently available.

Child Care

- A contract was awarded for a full-time childcare specialist to help customers with their child care needs. The child care specialist will also be used to recruit more day care providers for the two counties.

OTTAWA COUNTY

Transportation

- The county secured a contract with Life Services to provide nontraditional transportation services.
- Enhanced transportation services in each site has been a coordinated effort between FIA, MDOT and SMART.
- Participants continue to rely on transportation services developed during the first year, due to the lack of viable alternatives. In cooperation with Michigan Works, FIA is in the process of developing a countywide used car program funded by Work First

and vehicle/service donations from the local area residents. Participants will be able to purchase these vehicles at a reduced cost, either through their own means or available Employment Support Services funds.

- Transportation is provided 24 hours a day, 7 days a week anywhere in Ottawa County and the two northern townships of Allegan County for employment and Work First. This includes dropping children off & picking them up from day care.
- A car ownership program (in partnership with CAA, MWA, and various donated car programs) provides donated vehicles for referred eligible recipients.

Child Care

- Children's Resource Network will expand existing services, recruit new daycare providers, and assist families when unexpected circumstances occur.
- Children's Resource Network purchased safety equipment to expedite the licensing of new day care providers.
- Enhanced provider recruitment and childcare case management seeks to ensure that ample providers are available to customers. Follow-up with customer satisfaction and the development of back-up and sick childcare plans are part of this process.

Other Employment Service Enhancements

- In conjunction with Michigan Works, individualized employment services are currently being offered by a case manager fluent in Vietnamese. Plans include securing additional interpreters in other languages to assist those with language barriers.
- A "job club" is being developed for underemployed customers (those working less than 30 hours a week). Services include working with employers to increase hours of employment, updating resumes, obtaining better employment and training in how to ask for a raise and more.
- Faith-based mentoring teams provide budget counseling, companionship & support, and services ranging from assistance in acquiring a driver's license to locating necessary household furnishings.

Community Resources

- A contract with the Good Samaritan Ministries was established to offer family support services. The program provides volunteer mentors to provide support and information in the following areas: budgeting, transportation, childcare, employment, household management, friendship, referrals, and services aimed at enhancing self-esteem.

Adult Education

- Work First has placed a number of participants in an "English as a second language" program. An onsite teacher is being considered to assist Work First in finding employment for participants with language barriers.

Miscellaneous Services

- We have an excellent working relationship with our Work First contractor, Kandau Industries. In partnership with them customer referrals are made for individual counseling and group workshops (such as conflict resolution, anger management, etc.)

Community Support Services

- Parenting Plus Program (a county home based early intervention program) provides single, new and/or at risk families with child development services and education. Agencies such as The Salvation Army, Community Action House, Community Action Agency and Love INC affiliates assist with emergency assistance and non-traditional support.

PRESQUE ISLE COUNTY

Transportation

- Volunteer drivers and car-pooling are the main sources of transportation.

Child Care

- The Child Care Coordinating Council is located onsite to assist with childcare needs of our customers. The emphasis is on provider recruitment/expansion and specialized enhanced referrals.

SANILAC COUNTY

Transportation

- Sanilac Transportation buses are available for rides throughout the entire county. FIA and Work First provide free passes for any customer having a need for transportation services.

Child Care

- Most customers rely on day care aides or family members to care for their children in the child's home. Sanilac County currently has 48 family day care homes, 19 group day care homes, and 7 licensed day care centers that are open year round; 13 licensed day care centers (Headstart, Pre-K, etc.) open just during the school year, 122 day care aides, and 126 relative homes.

Other Employment Service Enhancements

- Work First has the "Tool Chest", which is money to use for things needed to do a job such as tools, uniforms, additional training, etc. Work First is also willing, on an individual basis, to obtain additional services needed to make a person employable. For example: A person without a driver's license was tutored to be able to take the written test so she could obtain a driver's license so she could find a job.

Community Resources

- Sanilac County is starting a mentoring program through our Human Development Commission. The Health Department has alcohol and drug addiction services. Several schools offer Adult Education classes and community enrichment classes. The CMH sheltered workshop and the county's recycling center have helped customers without a job history gain practical experience about a daily job. Two private job service companies help some customers find jobs.

Miscellaneous

- FIA has expanded hours on Wednesday evening remain open until 7 p.m. The office opens every day at 7 a.m. Work First personnel have office hours at different locations around the county to enable people with transportation barriers to see staff closer to home. The Work First office is open until 7 p.m. on Monday evenings.

SCHOOLCRAFT COUNTY

Transportation

- Public transportation services are enhanced by increasing the availability of public transit for scheduled bus runs for all areas of the county and times of day.

Child Care

- Alger & Schoolcraft purchased 5 additional hours per week of the 4C consultant's services were purchased for each county for recruiting and training of providers. A portion of these additional hours are provided onsite at the Alger and Schoolcraft offices.

Other Employment Service Enhancements

- Alger & Schoolcraft – sheltered workshop activities will be arranged for PZ customers to address significant barriers. Job Coaching will be arranged utilizing community resources. PZ customers will have in depth assessments beyond that of MWA. A half-time position through the MWA for a “barrier buster” is being created. This person is solely responsible for assisting PZ customers identify and overcome barriers to employment.

Community Resources

- Alger & Schoolcraft – The Native American PZ customers currently have the availability of the Native Employment Works program and the Tribal welfare to work program for services that are culturally responsive.

ST. CLAIR COUNTY

Transportation

- St. Clair County has public transportation in the city of Port Huron only Monday through Friday from 7:00 a.m. to 6:00 p.m. Our transportation problems seem to be during the evening and night hours and is usually short term and emergent in nature. The county is looking into contracting with a cab service to help solve this problem and to help reach residents outside the city of Port Huron.

Child Care

- Onsite 4C staff person takes child care referrals and does enhanced referrals. This staff person attends all orientation sessions to talk about childcare and take referrals in the orientation as needed. They are working to increase availability of second and third shift childcare.

Other Employment Service Enhancements

- Referrals are made to a sheltered workshop, which is contracted by Michigan Works and Goodwill, for hard to serve recipients. To qualify, recipients must have an 8.9 grade level or below in reading or math and have held 2 or more jobs in the last 12 months which have lasted less than 90 days.

Community Resources

- Financial counseling for recipients is a free service provided by Old Kent Bank. Parenting education is provided by NorServ. Referrals to outside agencies such as Center for Human Resources, NorServ and Professional Counseling Center are made for any of the classes, seminars or counseling services listed in the Family Support Services in the PEM manual. “Worker power days” are held on a quarterly basis in

our office and at that time various agencies highlight the programs they have available.

Miscellaneous Service

- St. Clair County has put together packets for recipients who start a job. They contain grooming supplies, a pocket calendar and an insulated lunch bag. We also offer haircuts, gift certificates and oil changes as they continue to maintain their job.

VAN BUREN

Child Care

- 4C provides one full time specialist to assist customers, locate suitable providers and resolve other day care related issues.

Other Employment Service Enhancements

- Project Work, funded through the local Office of Michigan Works, offers PZ customers hands on employment experience and teaches employability skills and appropriate work behaviors while moving customers into unsubsidized employment.

Miscellaneous

- FSS contracts have been developed to offer customers money management services, tax return preparation, basic home and auto maintenance classes, self-esteem workshops and assistance in locating critical furniture.

WEXFORD/MISSAUKEE COUNTIES

Transportation

- In a collaborative effort, FIA has worked with various agencies and organizations in the two county area to develop a car donation program. Donated vehicles are disbursed to employed individuals who demonstrate a need for reliable transportation.
- In Wexford County, public transportation is not available on evenings or on weekends. In Missaukee County, public transportation is very limited, operating only one day per week. The FIA is pursuing enhanced public transportation to cover both counties on a daily basis including weekends and evenings.

Child Care

- A child care specialist employed by 4C Childcare Connection is located full-time at the FIA office. Child Care Specialist's activities include referral service for clients seeking child care, support for providers, and recruitment of child care providers especially for evenings and weekends and for sick child care.

Other Employment Service Enhancements

- Through a Michigan Works Agency contract, a broker administers a mentoring program. Trained mentors establish an ongoing relationship with the client and family. They serve as friends, listeners, instructors, resources and guides in areas related to obtaining and maintaining employment.

Policy Pilots

- Wexford-Missaukee is piloting special policy by which noncompliance with employment related activities result in case closure without 4 months of 25% penalty. The case may be reopened when the noncompliant member begins to cooperate provided the case has remained closed for at least one full month.

WAYNE COUNTY DISTRICTS(23)

FOREST/ELLERY DISTRICT

Transportation

- Detroit Department of Transportation (DDOT) and the Suburban Mobility Authority for Regional Transportation (SMART) provide public transportation for employed customers in Wayne County. FIA and the local office MWAs assist customers with private vehicle repairs and purchases.

Child Care

- The Forest Ellery district has two representatives from the Child Care Coordinating Council onsite to assist customers with childcare needs. Within the city of Detroit there are numerous licensed childcare centers and childcare homes.

Other Employment Service Enhancements

- The local MWAs (TWW and Peter Claver) hold weekly joint orientations with the Forest Ellery district office. Approximately every three to four months a community forum job fair is held at the local office with the MWAs providing the Employment recruiters. Motivational seminars have been planned to reach customers who are unemployed or who do not maintain employment.

Community Resources

- New contracts are being implemented to provide money management seminars and individual counseling to customers.

Miscellaneous Services

- The Forest Ellery district employs a Project Zero coordinator on a full time basis. The Forest Ellery district has designated seven family independence specialists to work extensively with unemployed FIP customers. Employment Support Services and Family Support funds are used to meet customer needs to become employed or maintain employment.

GREYDALE

Transportation

- Plans include establishing a “job express” van transportation through MDOT for service in Redford, Livonia, Farmington Hills/Novi and Southfield. This service will provide shuttle service from central bus routes, as well door-to-door service as needed to the business areas. Use of ride sharing arrangements through the Michigan program is also planned.

Child Care

- An agreement with 4C assures day care availability and provides emergency payments to providers, if necessary, to secure a placement. FIA agrees to promptly process payments and reimburse 4C for their emergency authorizations.

Other Employment Service Enhancements

- Work First will work with both the recipient and employer to address issues that may prevent continued employment.
- Staff from Michigan Works and 4C man an onsite Resource Center. Mandatory joint FIA/Michigan Works orientations are held daily, along with information and referral services.

- Eligible customers will participate in the Focus: HOPE *Fast Track* program.
- Customers with viable self-employment plans will work with the Detroit Entrepreneurship Institute, a Work First contractor, to develop and implement their plans.
- Both districts provide motivational workshops for sanctioned participants to demonstrate a willingness to comply with work requirements.

HAMTRAMCK DISTRICT

Transportation

- The FIA Hamtramck District provides bus tickets and passes to general Work First orientations. The Michigan Works Agency provides bus tickets and passes for job interviews, employment, and job fairs. Enhanced vanpool services are also coordinated with Michigan Works Agencies. Hamtramck FIA specialists authorize car repairs and services for refugee customers active with Lutheran Social Services MWA.

Child Care

- The Child Care Coordinating Council is onsite at the Hamtramck Office to coordinate the childcare needs of our customers. Additionally, emergency child care financial assistance is available through 4C for FIA customers to assist in short-term day care services day care services in the event of emergency or other situations and can be processed through an interagency referral. Relative aid training is a special program coordinated at the Hamtramck District Office. 4C offers opportunities to customers to provide child care services, certify their skills and to encourage development of specialized group care homes for customers' children.

Other Employment Service Enhancements

- The Hamtramck District in conjunction with Highland Park District and its combined Michigan Works Agencies sponsor local job fairs. Prior to the job fair, customers receive individual assessments, resume preparation, and interview preps for employment from the MWA contractor. The job fairs have been successful in that many customers have been hired upon application at the job fair site.

Community Resources

- A Project Zero brochure was designed enlisting 25 comprehensive community resource agencies with corresponding direct dial telephone listings. The community services listing is local to the Wayne County – Detroit/Hamtramck area. The PZ brochure is distributed to customers at each orientation session as well as to customers in the FIA application process.

HARPER-GRATIOT DISTRICT

Transportation

- Currently the D-DOT system is used for FIA. Flex routes provided by Hayes Transportation.

Other Employment Service Enhancements

- Dress for Success and Salvation Army provides clothing for customers. A goody bag, which has a compact mirror, a comb and brush, a calculator, lunch bag and duffel bag with brochures of caring for your child, is provided by the FIA.

Community Resources

- The YWCA clothing closet, Operation Get Down for referrals for families, Hutzel hospital for drug rehabilitation, NSO which houses WIC, Hippy program for reading, Gapins for the grandparents as well as Warren Conner coalition and black family development for family assistance. Traveler's aid assists with housing issues.

McNICHOLS/GODDARD DISTRICT

Transportation

- In addition to normal public transportation services via Detroit Department of Transportation (DDOT) and Suburban Mobility Authority for Regional Transportation (SMART) our MWA provides transportation for customers to attend job fairs and job interviews. They coordinate transportation with agencies that provide services to the customers while they are in the Work First Program.

Child Care

- Child Care Coordinating Council is located onsite to assist customers with enhanced resources and referrals including education on child care options and how to access suitable child care services that will complement their goals toward self-sufficiency.

Other Employment Service Enhancements

- A workforce development/employment-mentoring component has been approved by the City of Detroit Council to be administered by MWAs.
- Through our MWA we utilize the Job Ladder Program through the Detroit Chamber of Commerce, which provides job leads and other services to increase the potential of a customer obtaining a better paying job.

Community Resources

- We utilize the services of approved contractors for Wayne County to provide family support services. These services include motivation and self-esteem seminars provided by Patricia Johnson of "Begin Within" seminars; and money management and home budgeting services provided by the Money Institute.
- We also use the services of Dr. Cheri Anderson to provide family and individual counseling.

ROMULUS DISTRICT

Transportation

- Enhanced transportation services are being offered to program participants. Two mini-buses have been provided to each site for employment related activities. A coordinated effort between MDOT, FIA and SMART has increased the availability of services in this area.
- Our MWA, Employment and Training Designs, Inc. provides a van, bus ticket or pays for a taxi to transport our customers.

Child Care

- Romulus and the 4C have built an efficient child care referral partnership. The 4C provide referrals to available providers and counseling for participants to make educated childcare choices. Wayne County has licensed centers and private homes, plus day care aide services selected by our customers and or through 4C.

- Working in collaboration with Downriver Guidance Clinic to build a referral network for child care providers. Romulus is a targeted community receiving services, which include developing a support system of licensed providers who offer technical assistance for new and existing providers as well as connecting them to resources.

Other Employment Service Enhancements

- Recon Management System conducts personality profiles for customers focusing on vocational placement. The services are delivered by the MWA Agency, Downriver Community Conference.

Referral Network

- A community advisory council has been established to create a collaborative link, which serves to heighten awareness of staff and offer greater community resources for participants. The council represents local stakeholders including service providers, police and other local entities.

Miscellaneous Services

- We provide contracted services for motivational training workshops and money management seminars.
- We approved contractors for Wayne County to provide family support services. These services include motivation and self-esteem seminars provided by Patricia Johnson of “Begin Within” seminars; and money management and home budgeting services provided by the Money Institute.
- We are also using the services of Dr. Cheri Anderson to provide family and individual counseling.

Community Resources

- Mentoring services have been contracted through the Judson Center. Services will focus on those families who become newly employed or have been long-term, multi-generational public assistance recipients.
- Romulus FIA has established a Community Advisory Council that meets bi-monthly for the purposes of networking to exchange resource information. Currently, there are 25 agencies represented including Wayne County Health Department, Social Security Administration, Focus Hope, Family & Neighborhood Services, The Information Center, Head Start, local Police Departments, First Step, Salvation Army, Senior Alliance and St. Vincent DePaul.

SCHOOLCRAFT-STANSBURY DISTRICT

Transportation

- Customers have access to two different bus lines. Smart Bus and MDOT. Both MWA contractors have van services for customers, as well.

Child Care

- 4C located at the Schoolcraft office provides this service.

TAYLOR DISTRICT

Transportation

- Public transportation is very limited in Taylor. Our Michigan Works Agency provides transportation to participants to job fairs, interview, and work. FIA and

MWA purchase cars for those customers who qualify and demonstrate a need for them. We are planning a meeting for employers who could hire our customers.

Child Care

- An agreement with 4C assures day care availability and provides emergency payments to providers if necessary to secure a placement. FIA agrees to promptly process payments and reimburse 4C for their emergency authorizations. Plans continue to identify a childcare provider to locate in a centralized location in Taylor.

Community Resources

- Taylor District continues partnerships with the city of Taylor, The Information Center, Downriver Community Conference, Downriver Guidance Clinic, Wayne Metro, Michigan Works and The Child Care Coordinating Council to identify barriers that challenge our customers.

Other Employment Service Enhancement

- FIA has established contracts to provide motivational seminars and budgeting & debt management counseling to our customers who demonstrate a need for these services.

Miscellaneous Services

- Understanding the cosmetic needs of our customers who have been without funds for things like hairdos and professionals clothing. With discretionary funds we are able to provide hairdos and manicures to our customers who become employed through our local cosmetology school.

TIREMAN DISTRICT

Transportation

- Michigan Works Agencies will make available vans and drivers to transport participants to interviews and employment for areas not served by existing transportation systems.
- Free van service with Ross/MWA for out county jobs and bus tickets & passes for public transportation inter city. A mobility manager, through Ross, establishes transportation routes for customers using private transportation services.

Child Care

- Child Care Coordinating Council is located onsite to assist with the childcare needs of our customers. The three major components of the 4C enhanced child care and referral services are: child care option education, accessing childcare services and; recruit and train child care providers in the areas where the supply of service may be insufficient to meet the demand.
- A second year agreement with 4C assures day care availability and provides emergency payments to providers, if necessary, to secure a placement. FIA agrees to promptly process payments and reimburse 4C for their emergency authorizations.

Other Employment Service Enhancements

- The local Unemployment Agency office is preparing to provide an electronic service onsite to access job information for program participants.

- Tireman is collaborating with Michigan Rehabilitation Services to provide additional employment services for customers with special needs.
- A series of motivational/educational workshops will focus on goal setting, value of employment and building self-esteem for participants.
- A resource center, manned by Michigan Works staff at the FIA office site, is in operation to improve and enhance participant skill levels and provide employment services. Attendance at the center will be part of the “willingness to comply” test for those families who might be sanctioned for failure to comply with work requirements.

Expanded Hours of Operation

- FIA hours of operation have been expanded to accommodate the working schedules of participants.

Community Resources

- This resource is available through the Michigan Works! Agency contractor, Ross Learning Inc.

Child Support Initiatives

- Child support specialists work closely with the customers to establish paternity and make subsequent referrals to the Friend of the Court.

Community Support Services

- The Michigan Jobs Commission is administering a grant to assist newly employed participants with the cost of their auto insurance for the first six months of employment.

WARREN/CONNOR DISTRICT

Transportation

- In addition to existing transportation systems, the Transit Corridor job placement program will connect Project Zero customers to suburban businesses in need of employees. This initiative involves collaboration with SMART and the Metropolitan Affairs Coalition.
- The “Empowerment Through Car Ownership” initiative will be available for employed Project Zero customers. The program consists of an educational component to assist in understanding the complexities of purchasing and maintaining a vehicle, and an automobile purchase/lease program to obtain affordable vehicles and insurance.

Child Care

- An agreement with 4C assures day care availability and provides emergency payments to providers, if necessary, to secure a placement. FIA agrees to promptly process payments and reimburse 4C for their emergency authorizations.
- Warren/Conner is a partner in “Joining Forces: Caring Communities for Children”, a project whose goal is to make child care a community concern and improve the quality and availability of affordable childcare.
- Wayne County partners with the Wayne County 4C to provide training to first-line FIA staff in childcare issues aimed at removing customers employment barriers.
- 4C staff are located on-site at the FIA building to expedite their services to participants.

- The district is working with the Parkside Housing Project on the development of a day care center located at the housing complex.

Other Employment Service Enhancements

- Eligible customers will participate in the Focus: HOPE *Fast Track* program.
- Customers with viable self-employment plans will work with the Detroit Entrepreneurship Institute, a Work First Contractor, to develop and implement their plans.
- Both districts provide motivational workshops for sanctioned participants to demonstrate a willingness to comply with work requirements.
- A Resource Center, manned by the Michigan Works contractor, opened 9/1/98.
- Participants are engaged in Work First assignments on the day they attend a FIA/MWA joint orientation, prior to case opening.
- The district is implementing the Family Preservation Protocol. The intent of the program is to assist staff in identifying and addressing all potential barriers to self-sufficiency.
- The district office is working with the Warren/Conner Development Coalition in a Partnership for Economic Independence Program. Their goal is to identify and develop opportunities for participants to move from minimum wage employment to higher paying jobs and economic independence.

AGENCY SERVICES

CASE MANAGEMENT-FAMILY INDEPENDENCE SPECIALIST ALL SITES:

- Providing case management services to all Project Zero participants based on the strength based solution focused model. The Family Independence Specialist (FIS) encompasses the former Assistance Payment Specialist, the Day Care Worker, and the MOST - employment worker.

MEDICAID BUY-IN PROGRAM

ALL SITES

- Provides medical insurance to program participants who are losing their Medicaid coverage due to employment. Participants who have reached financial independence but are lacking medical insurance may buy into the State's Insurance program.

HOMECALLS

ALL SITES

- The FIS provides case management services in the program participants' home environment. Home calls are completed at least quarterly for all recipients of cash assistance. This approach helps foster the strength based, solution focused case management techniques designed to assist individuals in defining their goals and the means to achieve them.

TECHNOLOGY IMPROVEMENTS

ALL SITES

- A database, ACCESS has been created for the field offices to electronically track client data and assist in generating reports including an evaluation component, which supply data on all unemployed customers. Midland, Ottawa, Alpena and Menominee are currently utilizing this technology.
- Scheduled to receive ASSIST, new computer hardware. This initiative is happening state wide in an effort to provide computer technology to the field offices.
- Project Zero sites, as well as all other county/district offices utilize the Michigan Works Agency computer link. This allows for electronic communication between the field offices and the MWA.

EXPANDED HOURS OF OPERATION

REFERRAL NETWORK

MIDLAND/OTTAWA/ROMULUS

- Through the course of the Project Zero Pilot, these counties have arranged links with other community agencies. The agencies attended FIA staff meetings and provide information about their services.

MISCELLANEOUS SERVICES

DISCRETIONARY FUND USAGE

ALL SITES

- A discretionary fund was made available to all the Project Zero sites to use when a clients unique needs/circumstances could not be addressed though existing programs or fund limits. Effective 10/1/97, Employment Support Services fund limits were changed per program recipient: \$1500.00 for relocation expenses; \$500.00 for special clothing; \$250.00 for transportation; \$600.00 for vehicle purchase or repair.

AGENCY SERVICES

CASE MANAGEMENT-FAMILY INDEPENDENCE SPECIALIST

ALL SITES

- Providing case management services to all Project Zero participants based on the strength based solution focused model. The Family Independence Specialist (FIS) performs all of the duties of the former Assistance Payments, Day Care, and MOST - employment worker.

MEDICAID BUY-IN PROGRAM

ALL SITES

- Provides medical insurance to program participants who are losing their Medicaid coverage due to employment. Participants who have reached financial independence but are lacking medical insurance may buy into the State's Insurance program.

MECICALLS

ALL SITES

- The FIS provides case management services in the program participants' home environment. Home calls are completed at least quarterly for all recipients of cash assistance. This approach helps foster the strength based, solution focused case

management techniques designed to assist individuals in defining their goals and the means to achieve them.

TECHNOLOGY IMPROVEMENTS

ALL SITES

- A database, ACCESS has been created for the field offices to electronically track client data and assist in generating reports including an evaluation component which supply data on all unemployed customers.
- Scheduled to receive ASSIST, new computer hardware. This initiative is happening state wide in an effort to provide computer technology to the field offices.
- All counties in Michigan, including Project Zero sites are also utilizing the Michigan Works Agency computer link. This allows for electronic communication between the field offices and the MWA.

MISCELLANEOUS SERVICES

DISCRETIONARY FUND USAGE

ALL SITES

- A discretionary fund was made available to all the Project Zero sites to use when a clients unique needs/circumstances could not be addressed through existing programs or fund limits. Effective 10/1/97, Employment Support Services fund limits were changed per program recipient: \$1500.00 for relocation expenses; \$500.00 for special clothing; \$250.00 for transportation; \$600.00 for vehicle purchase or repair.

BERRIEN, HILLSDALE, MANISTEE, GREYDALE AND WARREN/CONNER

- A FIA funded contract provides for a site coordinator to act as a liaison with Michigan Works, FIA, ChildCare Coordinating Council and local employers.